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Hughesnet HT3000W Wi-Fi Modem Replacement Guide

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Quick Overview

- ✓ The new Hughesnet HT3000W Wi-Fi modems come with a new network SSID/password and a new admin password. They are on the back of the modems.

- ✓ Disconnect your old modem and connect the new modem.

- ✓ Power the Hughesnet HT3000W Wi-Fi modem on and allow up to 1 hour to activate. Once all LED lights are on, connect your device (laptop, smart phone, etc.) to test the Internet connection.

- ✓ If your old modem is a Hughesnet HT2000W Wi-Fi modem, Hughesnet HT2010W Wi-Fi modem, or a Hughesnet HT3000W Wi-Fi modem, please use the box from the new modem to ship it back to Hughes®.

- ✓ Take the prepaid UPS shipping label from the pouch on the outside of the box and stick it over the old shipping label. Contact UPS to pick the package up to return to Hughes.

- ✓ If you are unable to return the old modem, it may result in Unreturned Equipment Fees on your account.

- ✓ Do not return a Hughesnet HT1000 modem, or a Hughesnet HT1100 modem to Hughes. (See page 20)

Before you begin

You have 45 days <u>from the date the new modem is shipped to you</u> to replace the old modem. Hughes Customer Care authorizes and enables replacement over the satellite network and this authorization expires after 45 days.

- Be aware that this process takes approximately 60 minutes to complete. You will not be able to use the modem to get to the Internet while in progress.
- You will be getting a new default Wi-Fi password, network name (SSID), and default factory settings for all Wi-Fi options with your new modem.
  — This means all devices that were using the Wi-Fi on the old modem will be disconnected once you power on the new modem.
  — If you have a customized Wi-Fi configuration (such as Wi-Fi SSIDs, password, or any network setting) on your old modem, we recommend that you take note of them and set them up the same way on the new modem. This will prevent you from having to manually enter the new SSID, password, or network settings on each of your devices.

  Note: This is explained in further detail on page 13 of this document.

  — If you prefer to use the default Wi-Fi SSID and password that came with the modem, they are located on the white label at the back of the new modem as shown in **Figure 2** and **Figure 3**. With this method, you will have to enter the new SSID and password on each of your devices.
    - The SSID listed is the same for both the 2.4GHz and 5GHz networks.
    - The password listed is the same for both networks.
- Make note of the following information for later use:
  — **RMA number** from the UPS return label (See **Figure 16** on page 19)
  — **Your Site Account Number (SAN)** from your Hughesnet® bill/statement
  — **Serial number** of the new modem labeled on the box as S/N. (**Figure 13** on page 16)

The admin password listed on the back of the modem is only used when customizing your Wi-Fi settings. While unpacking the new modem **it is important to keep** the following items:

- **Box and packing material:** these will be reused to return your modem
- **UPS return label**

  Note: The **UPS return label** can be found in the pouch attached to the outside of the box.

Disconnect old modem and old power supply

Note: The modem does not have a power (off-on) switch.

⚠ CAUTION

1. **Unplug the power plug from the power outlet first** (circled) to avoid static electricity discharges that could shock you and/or damage the modem.
2. Disconnect the remaining cables as shown in **Figure 1**. Use the diagram that corresponds to your modem.

Note: You may need a 7/16 inch wrench to loosen the coax cable.

3. Set the old modem and old power supply aside. Page 18 explains how to return the old modem and old power supply to Hughes.

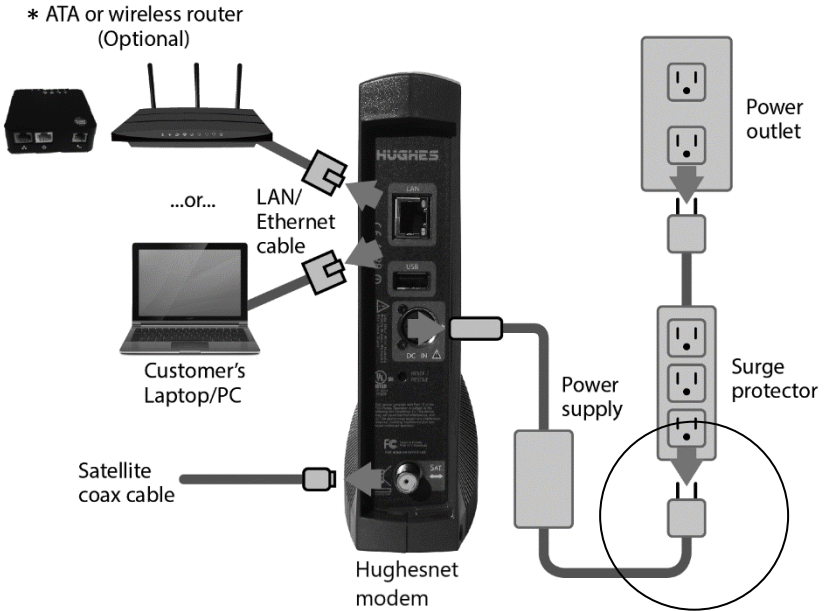# Hughesnet HT1100/HT1000 modems

Figure 1: Disconnecting cables from the old Hughesnet HT1000/HT1100 modem

ATA is an option for Hughesnet Voice customers.
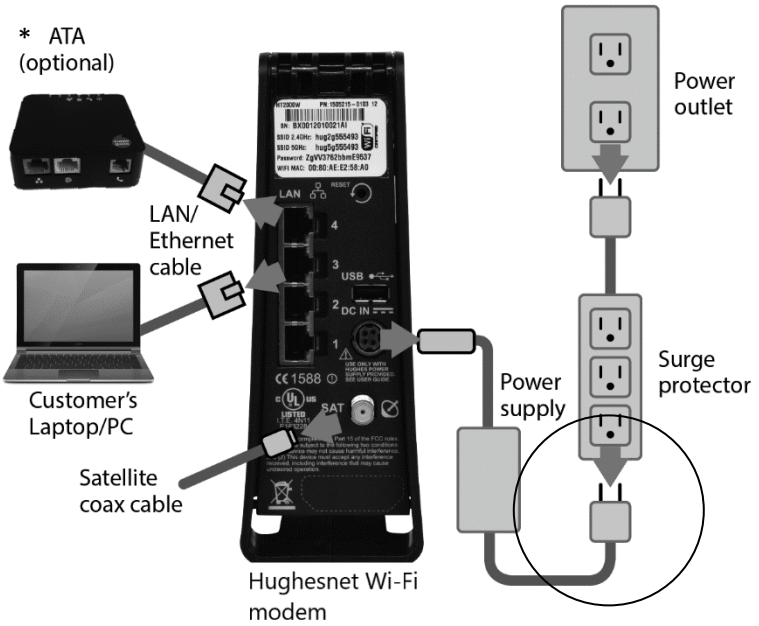
Hughesnet HT2000W/HT2010W Wi-Fi modems

Figure 2: Disconnecting cables from the old Hughesnet HT2000W/HT2010W Wi-Fi modem

*ATA is an option for Hughesnet Voice customers.

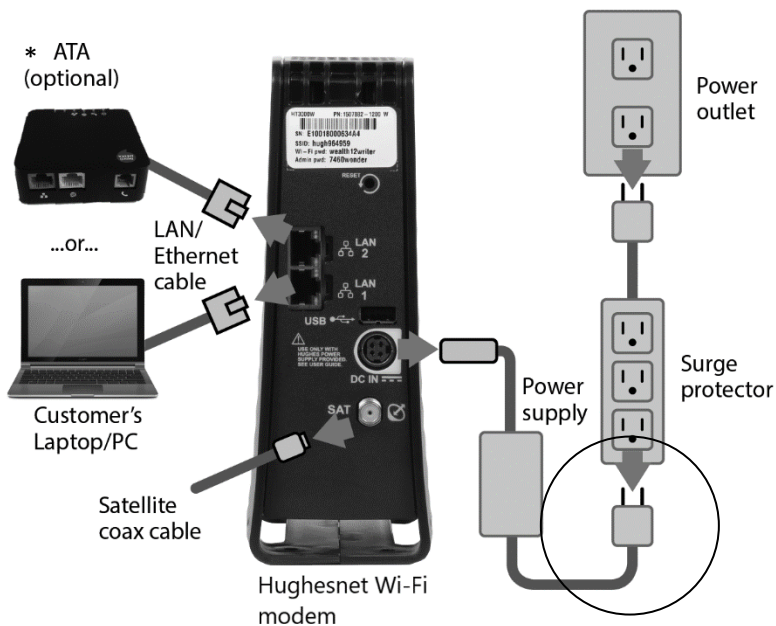# Hughesnet HT3000W Wi-Fi modem

Figure 3: Disconnecting cables from the old Hughesnet HT3000W Wi-Fi modem

*ATA is an option for Hughesnet Voice customers.

Connect and power up the new modem and the new power supply

⚠ CAUTION ⚠

Plug the power plug into the power outlet last (circled). This is to avoid static electricity discharges that could shock you and/or damage the modem.

1. Refer to **Figure 4** and connect the satellite coax and LAN/Ethernet cables.

NOTICE

Make sure the satellite coax cable is properly aligned with the connector threads on the Hughesnet HT3000W Wi-Fi modem so that it screws on easily. Securely hand tighten the cable to the connectors; do not use a wrench.
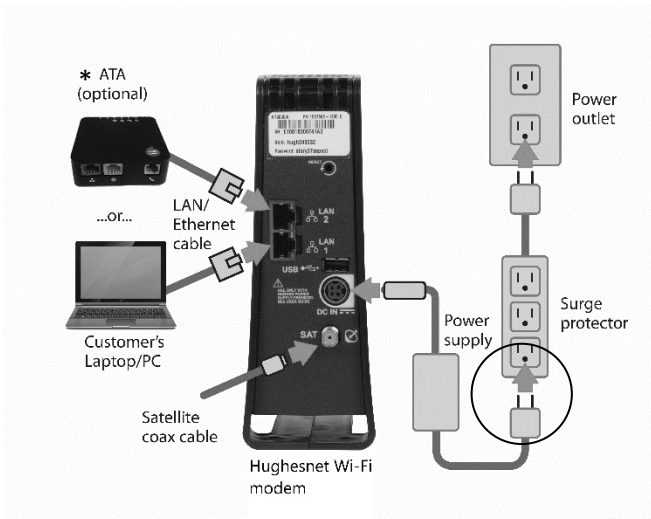

Figure 4: Connecting cables to the new Hughesnet Wi-Fi modem

ATA is an option for Hughesnet Voice customers.

2. Connect the power supply to the DC IN port on the Hughesnet HT3000W Wi-Fi modem rear panel. (See **Figure 4** and **Figure 5**)

It is very important to make sure that all connections are tight. The DC IN power connector must be seated correctly with no gaps as seen below.

Make sure the connector is oriented correctly when plugging it into the DC IN port; **the flat side of the plug should face the modem's side panel nearest to the port as shown in Figure 5**.

Push the connector into the DC IN port until you feel/hear a click. This creates a locking connection between the power cord and the modem.
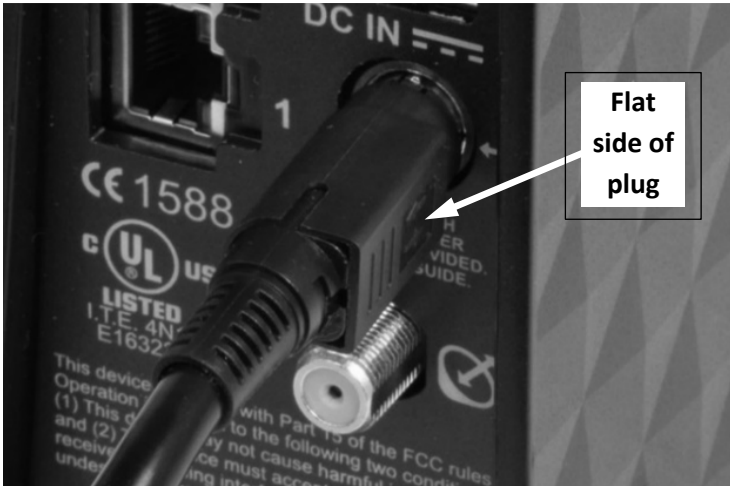

Figure 5: Aligning the power cord connector

It is not recommended that you attempt to disconnect the power cord from the modem, unless instructed to do so by Customer Care.

If you need to turn off or power cycle the modem, simply unplug the cord from the electrical outlet.

3. Plug the power supply directly into the power outlet.

Warning: The Hughesnet HT3000W Wi-Fi modem must be in an upright position, as depicted in **Figure 6**. Do not lay it horizontally (as depicted in **Figure 7**).

Warning: The Hughesnet HT3000W Wi-Fi modem requires ventilation and should not be enclosed in a cabinet or covered by anything.

Warning: If the Power LED turns RED, your unit is overheating. Unplug the modem and contact Customer Service.
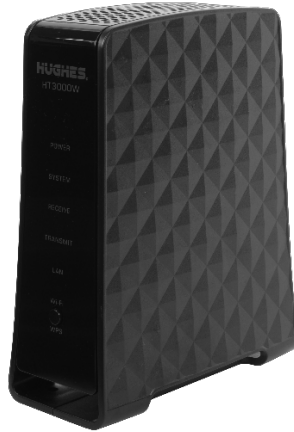

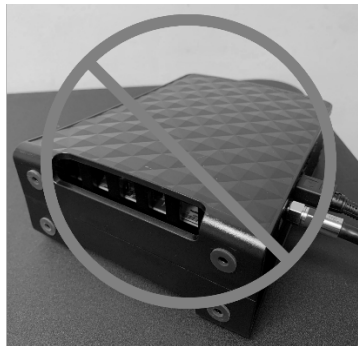Figure 6: Correct position of the Hughesnet HT3000W Wi-Fi modem

Figure 7: Incorrect position of the Hughesnet HT3000W Wi-Fi modem

Wait for the modem to become operational

When you plug in the power supply, the new modem begins an automatic installation process. Some of the white indicator lights on the Hughesnet HT3000W Wi-Fi modem's front panel blink on and off.

- Wait approximately 60 minutes for installation to complete.
- During this time, you will not be able to use the Internet.

NOTICE

Do not unplug the modem power cord during installation.

Check modem operation

Using a device connected directly to the new modem (such as a laptop or desktop computer), you should make sure it is operating properly. Make sure you have waited approximately 60 minutes since you plugged in the power cord.

1. Use a browser such as Google Chrome to go to any Internet web site.
2. If you see a web site, the modem is ready to use and you can skip the remaining steps in this section.
3. If you cannot access a web site, check to see if all the LEDs are lit on the front of the Hughesnet HT3000W Wi-Fi modem. If they are not lit, check the power. If some are lit but not others, wait a little longer as the installation process may still be in progress.

POWER – indicates if the modem is receiving power – Red indicates overheating

SYSTEM – indicates if the modem is still establishing a connection to the network (off or blinking) or is connected to the internet (solid)

RECEIVE – indicates if the modem is able to receive data from the network (solid) or is currently receiving data (blinking)

TRANSMIT – indicates if the modem is able to transmit data to the network (solid) or is currently transmitting data (blinking)

LAN – indicates activity on the local network

Wi-Fi – indicates availability (solid) and activity (blinking) on the wireless network

WPS Button – use this button when instructed by your device manufacturer to connect certain devices to your wireless network
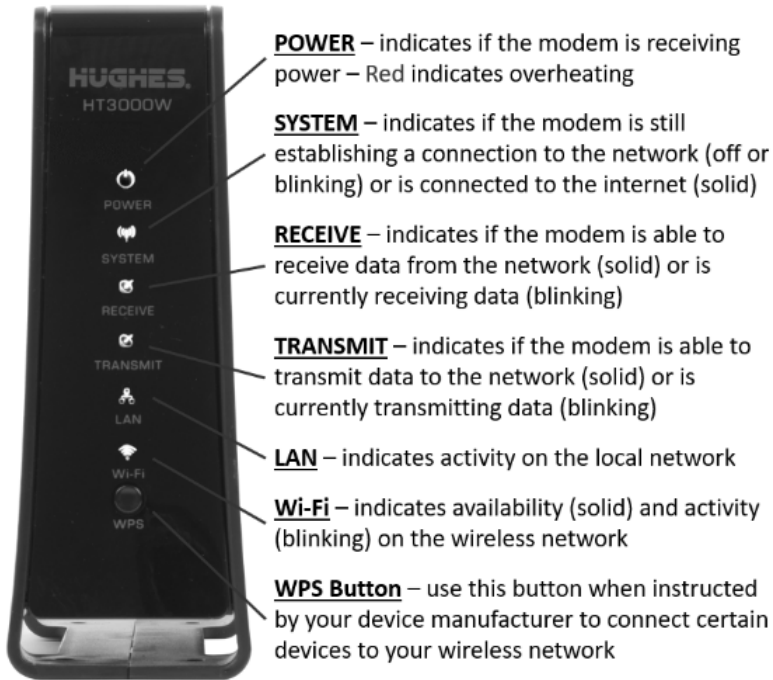
Figure 8: Hughesnet HT3000W Wi-Fi modem LEDs

4. Once all the lights are on, try to access a web site.
5. If you still cannot access a web site, reboot your (customer-provided) wireless router, if applicable; otherwise reboot the computer.
6. Try again to open an Internet web site. If you can open a web site, the modem is ready to use.

If you have followed these instructions and you cannot open an Internet web site, call Customer Care for assistance. See page 16 for details.

Resync your Mesh Wi-Fi Node (if applicable)

If you have a Mesh Wi-Fi Node, you will need to complete the following steps to resync after the Hughesnet HT3000W Wi-Fi modem has been replaced.

1. Disconnect power from the Mesh Wi-Fi Node(s).
2. Place the Mesh Wi-Fi Node(s) next to the Hughesnet HT3000W Wi-Fi modem and reconnect power.
3. Wait for the Power and Wi-Fi LEDs to stop flashing and turn solid.
4. Using the LAN cable provided in the replacement kit, connect the LAN cable from the Mesh Wi-Fi Node to the Hughesnet HT3000W Wi-Fi modem.
5. The Sync LED will begin flashing. Wait for the Sync LED to turn solid, indicating that the sync is complete.
6. Wait for the System LED (or Internet LED) to stop flashing and turn solid.
7. Disconnect the LAN cable and unplug the Mesh Wi-Fi Node(s).
8. Place the Mesh Wi-Fi Node(s) back in their original location and in the upright position.
9. Reconnect power to the Mesh Wi-Fi Node(s). Wait for the Sync LED to turn solid, indicating that it's connected to your network.

How do I manage my built-in Wi-Fi?

Once the modem has finished installation, you can access the Hughesnet HT3000W Wi-Fi modem's Wi-Fi settings to customize your service. To do this:

1. Type www.systemcontrolcenter.com into any web browser connected (wirelessly or via LAN cable) to your modem.
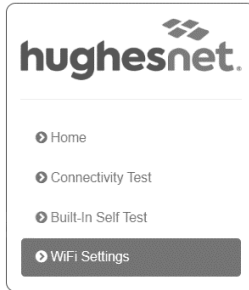2. Click the **Wi-Fi Settings** link in the side panel as shown below:

Figure 9: Wi-Fi Settings side panel link

3. Enter your admin password using the admin password listed on the label on the back of your Hughesnet HT3000W Wi-Fi modem (**Figure 11**). Your label will have different passwords and SSID than shown in **Figure 11.**
4. Click the **LOGIN** button. Once you have logged in, you will see the Wi-Fi Settings home screen, as shown in **Figure 10**.
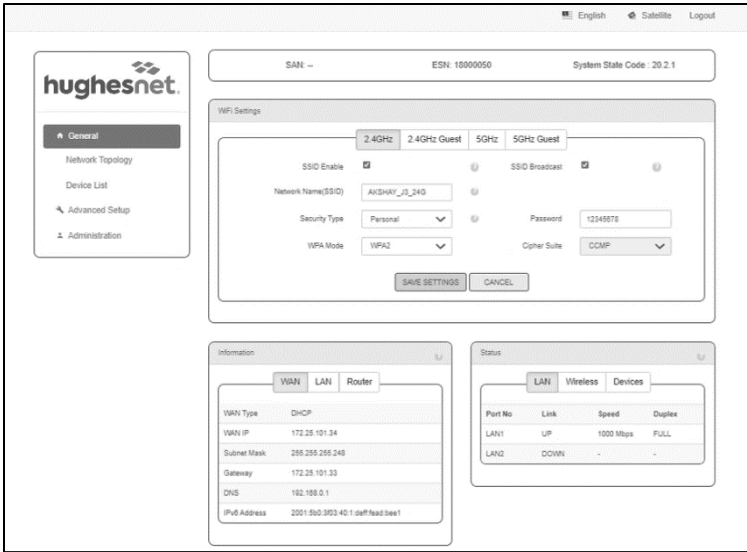
Figure 10: Wi-Fi Settings home screen

5. Here are some optional features of the Wi-Fi Settings:
   a. Enable and/or name the 2.4GHz and 5GHz guest networks.
   b. Change the password to connect a device to one of the networks. The default password for device connection is the same as the default login password. You can find it on the label on the back of your modem (Figure 11).
   c. Disable Wi-Fi from your Hughesnet HT3000W Wi-Fi modem by unchecking **SSID Enable** for each tab (2.4GHz, 2.4GHz Guest, 5GHz, and 5GHz Guest) and clicking **Save Settings** each time.
   d. View which devices are connected.
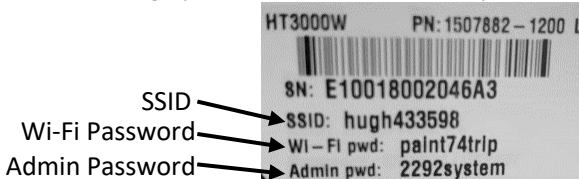   e. Manage parental control features, port forwarding, etc.

Figure 11: Hughesnet HT3000W Wi-Fi modem label example

Hughes recommends you use the admin password listed on the rear label of the modem; however, you may change the admin password if you wish. If you choose to do this, be sure to choose an admin password that is easy to remember but cannot be easily guessed. To change the password:

1. On the left panel, click **Administration**.
2. New options will appear in the left panel. Click **Password Settings**.
3. Type in your old admin password, followed by your new password, typed twice for verification.
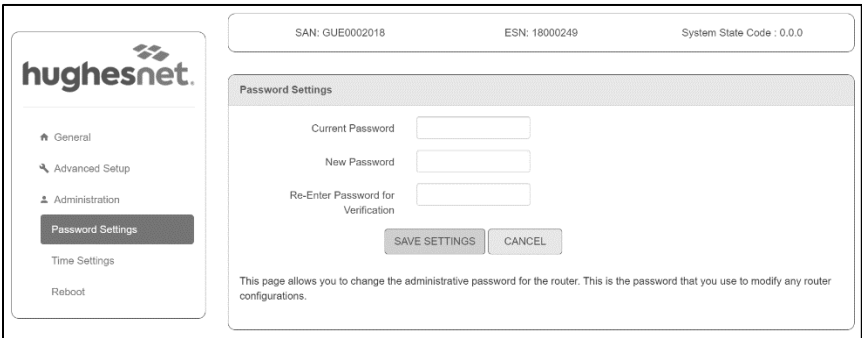4. Click **Save Settings**.

Figure 12: Password settings

Once finished applying changes, you will be logged out, and your new admin password must be used to log back in.

If you need assistance

If you have a question or need assistance, call Hughesnet Customer Care, toll-free, at 1-866-347-3292. Please read these instructions before you call.

If you cannot complete the replacement procedure, it may be that the replacement was not authorized or that the 30-day authorization period has expired.

If you call for assistance, tell the Customer Care representative that you are installing a Hughesnet HT3000W Wi-Fi modem replacement and the problem you are having (for example, I cannot open an Internet web site.) Please have the following information ready:

- **RMA number** from the UPS return label. (See **Figure 16**.)
- **Your site account number (SAN)** from your Hughesnet bill or statement.
- **Serial number** of the new modem is displayed as S/N on box label. (See **Figure 13** for an example of the label).

Figure 13: Box label

Register your account online

Visit **hninfo.us/new** to register your account or scan the QR code in **Figure 14**. The following resources are available to you on this site:

- **New Beginner Handbook** – Learn more about your Hughesnet service and how to maximize the performance. Visit **hninfo.us/new** or scan the QR code.
- **Manage your account** – Pay your bill, check available optional services, check data usage, manage your services, billing preferences, and more.
- **Setup Notification Preferences** – Be the first to know about data usage, new products and services, exciting offers, and billing updates via email and text.
- **Self-help information** – Access FAQs, support videos, and more to maximize performance of your service.

Figure 14: Scan to navigate to hninfo.us/new

Download the Hughesnet Mobile app

Get convenient on-the-go tools to manage your account and services with the Hughesnet Mobile app. Simply search for *Hughesnet Mobile* in your app store or text *APP* to 75720 from your phone to receive a download link.

Important information to keep

Account number (SAN)   _____

Wi-Fi modem password   _____

The Wi-Fi SSID and password can be found on the back of your modem (see **Figure 11**).

Return the old Hughesnet HT3000W Wi-Fi modem or Hughesnet HT2000W/HT2010W Wi-Fi modem to Hughes

If you are replacing a Hughesnet HT3000W Wi-Fi modem, a Hughesnet HT2000W Wi-Fi modem, or a Hughesnet HT2010W Wi-Fi modem with new Hughesnet HT3000W Wi-Fi modem, you must return the old unit within 45 days. If you do not return your old modem an unreturned equipment fee will be applied. See highlighted logo **Figure 15**. **Please return your old modem, old power supply, and any cables you are not using.**

Reminder: If your old modem is a Hughesnet HT1000 modem, or Hughesnet HT1100 modem, DO NOT return it. Dispose of the modem based on your local waste management guidelines.

Figure 15: Hughesnet HT2000W and HT3000W Wi-Fi modems

1. Pack the old Hughesnet HT3000W Wi-Fi modem, Hughesnet HT2000W Wi-Fi modem, or Hughesnet HT2010W Wi-Fi modem, power supply, and cables in the box that the new Hughesnet HT3000W Wi-Fi modem was shipped in.
2. Tightly seal the box with packaging tape. (Use only packaging tape.)
3. Place the prepaid UPS shipping label from the pouch on the outside of the box and stick it over the old shipping label so it covers the old label with your address on it. .
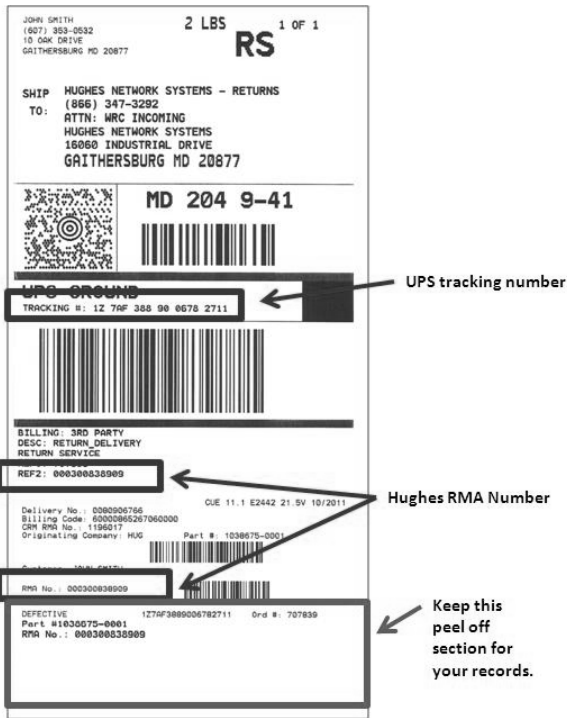

Figure 16: Example return label showing RMA and tracking numbers

Note: Make note of your return material authorization (RMA) number and the UPS tracking number. The RMA number and tracking number both appear on the UPS return label, as shown in **Figure 16**.

Disposing of the Hughesnet HT1000/HT1100 modem

If you have a Hughesnet HT1000/HT1100 modem, dispose of it based on your local waste management guidelines. Do NOT return it to Hughes. See highlighted logo **Figure 17**.
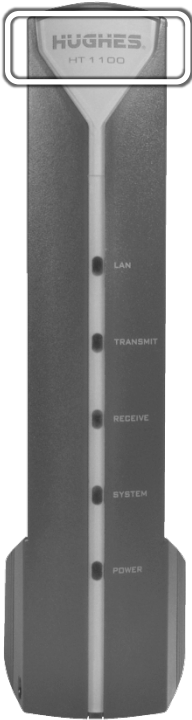

Figure 17: Hughesnet HT1100 modem

Ship the package

Shipping your old Hughesnet HT3000W Wi-Fi Modem, Hughesnet HT2000W Wi-Fi modem, or Hughesnet HT2010W Wi-Fi modem back to Hughes is easy and free. Take the box to any staffed UPS location or give the box to any UPS driver.

Find UPS locations online at www.ups.com/dropoff.

- Drop it at a staffed UPS location. Do not take the box to a UPS drop box because it will not fit.

OR

- Call UPS for a pickup at your home. Call 1-800-742-5877. Be prepared to give the full UPS tracking number.

The UPS Store·   Office DEPOT   PAKMAIL.   POSTNET   STAPLES
www.upsstore.com   www.officedepot.com   www.pakmail.com   www.postnet.com   www.staples.com

Note: Your return label is prepaid by Hughes. There is no additional shipping charge for you to return your old equipment.

Track the return package

You can track the return package online at www.ups.com with the tracking number.

Check return shipment status

You can check the status of your return shipment online at http://rmastatus.hughesnet.com. You will need your site account number (SAN) or RMA number. The RMA number appears on the return label, as shown in **Figure 16**.